## **DYAN AGORDO**

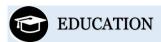


## **PERSONAL**

Address: Maybog, Baybay City Leyte 6521

Phone Number: 09565367337

Email: dzaiyan12@gmail.com



## **Master of Science in Language Teaching**

Visayas State University Visca, Baybay City, Leyte August 2023 - December 2023

## **Bachelor of Arts in English Language**

Visayas State University Visca, Baybay City, Leyte

- University Scholar
- Cum Laude

### June 2015 - July 2019



## **WORK EXPERIENCE**

## Part-time Instructor Visayas State University Visca, Baybay City, Leyte

February 2023 - December 2023

- Executed thoughtful, rigorous daily preparatory lessons for a class of 30-45 college students.
- Maintained a productive, high-performing learning environment with effective classroom management strategies.

## Online ESL Tutor Weblio Eikaiwa

Home-based

July 2022 - June 2023

- Helped any level of Japanese students improve their listening, speaking, reading and writing skills via one on one sessions online.
- Prepared High School students for English interview and competency assessments.

#### March 2022 - October 2022

# Online ESL Teacher 51 Talk

Home-based

 Developed innovative, fun and unique lessons for five to eight hours of class for Chinese students at different levels of English proficiency.

# **Customer Service Representative CONCENTRIX**

August 2019 - March 2022

Mactan Newtown, Lapu-lapu City, Cebu

• Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.



# **SKILLS**

- Strong oral communication skills to present lectures and answer questions.
- Proven written communication skills to make easy-to-understand activities and assessments.
- Listening and observation skills to pick up on signs that students may be failing to grasp the lessons.
- Computer skills to use PowerPoint presentation, word processing, e-mails and spreadsheet for tracking grades.



## **QUALITIES**

- Patience
- Adaptability
- Creativity
- Focus on growth
- Empathy



#### **ACHIEVEMENTS**

- Cum Laude (2018-2019)
- Top Agent (2020, Concentrix)
- 100% Satisfaction Rate (51 Talk & Weblio)



#### **INTERESTS**

- Music
- Performing Arts
- Animation and Games